

# CONSUMER SERVICES

The programs listed below provide guidance and advice for the education and protection of individuals who need assistance making informed purchasing and credit decisions; and also provide access for consumers to fair hearings and appropriate remedies when they have complaints about consumer products and services.

## CONSUMER COMPLAINTS

### **DC Board of Elections (DC Advisory Neighborhood Commission)**

441 Fourth Street, NW, Suite 250, DC 20001

202/727-2525

### **DC Department of Human Services**

2700 Martin Luther King Avenue, 801 East Building, SE DC 20032

202/279-6002

Fax: 202/279-6014

### **Consumer Complaint Hotlines**

**Cable Bill Complaints** 202/832-2001

**Complaints against HMO's** 202/442-5888

**Office of Cable Television/Telecommunications** 202/671-0066

**DC Water/Sewer Bills Complaints** 202/727-5240

**Long Distance Telephone Complaints** 1-888/225-5322

**Telemarketing Complaints** 1-800/876-7060

**Public Service Commission** 202/626-5100

**Utility Bills Complaints** 202/727-3071

## CONSUMER FRAUD

### **Better Business Bureau**

1411 K Street, NW DC 10<sup>th</sup> Floor DC 20005

202/393-1198

[www.dc.bbb.org](http://www.dc.bbb.org)

### **DC Department of Consumer and Regulatory Affairs**

941 North Capitol Street, NE DC 20002

202/442-4400

TTY-202/442-9480

### **DC Office of Corporation Counsel**

441 Fourth Street, 4<sup>th</sup> Floor, NW DC 20001

202/727-3500

**Senior Medicare Patrol Project of DC  
Suspect Health Care Fraud (AARP)**

601 E Street, NW, DC 20049  
202/434-2099

**Consumer Protection**

**American Association of Retired Persons**

601 E Street, NW, Room A-4, Bldg.A-5-210 DC 20049  
202/434-2277 ext 2222 Fax: 202/434-6464

**CONSUMER PROTECTION**

**DC Department of Consumer Affairs  
Housing Regulations Administration**

941 North Capitol Street, NE DC 20002  
202/442-4610 202/442-4527

**Consumer Credit Counseling**

601 Pennsylvania Avenue, NW, Suite 900 DC 20004  
202/638-6996

**Housing Counseling Services**

2430 Ontario Road, NW DC 20009  
202/667-7006 Fax: 202/462-5305

**MONEY MANAGEMENT**

**American Association of Retired Persons  
Representative Payee Program**

601 E Street, NW, Room A-4, DC 20049  
202/434-2048 Fax: 202/434-6464

**Consumer Credit Counseling of Greater Washington, Inc.**

1275 K Street, NW Suite 885, DC 20005  
202/682-1500 Main: 301/590-1010 x1110

**DC Energy Office**

613 G Street, NW DC 20001  
202/727-1800 Hotline: 202/724-2100

**Housing Counseling Inc.**

1726 Kalorama Road, NW DC 20009  
202/667-2681

Fax: 202/667-0862

**Bread for the City**

1525 7<sup>th</sup> Street, NW, DC 20001  
202/265-2400

Fax: 202/745-1081

**Marshall Heights Community Development Organization**

3939 Benning Road, NE DC 20019  
202/396-1200

Fax: 202/396-4106

**Metrobus/Metro Rail Discount Fares**

600 Fifth Street, NW DC 20001  
202/637-7000

**University Legal Services**

300 I Street, NE, Suite 200, DC 20002  
202/547-0198 TTY: 202/547-2657

Fax: 202/547-2662

3220 Pennsylvania Ave

202/547-4747

Fax: 202/547-2083

**CONSUMER REGULATION****DC Department of Consumer and Regulatory Affairs**

941 North Capitol Street, NE DC 20002  
202/442-4470

**Office of Support Services**

202/442-4320

**Building and Land Regulation**

202/442-9557

**Housing Regulation/Enforcement Division**

202/442-4610

**Housing Regulation Service Center**

202/442-4610

**License and Registration Business**

202/442-4311

**Permit Division**

202/442-9469

**Records Management Branch**

202/442-4480

**Zoning Division**

202/442-4576

**Insurance and Securities**

202/727-8000

**Corporations**

202/442-4434

**Occupational Professionals License  
DC Department of Public Works**

202/442-4320

**Parking Regulations**

1725 15<sup>th</sup> Street, NE, DC 20009  
202/576-8188

Fax: 202/576-7420

**DC Department of Health  
Health Regulation Administration**  
825 North Capitol Street, NE DC 20002  
202/442-5888

**DC Department of Human Services**  
2700 Martin Luther King Avenue, SE, DC 20032  
202/279-6776 Fax: 202/279-6789

**RECORDS/ LICENSES/ PERMITS**

**DC Department of Consumer and Regulatory Affairs  
Records Management Branch**  
941 North Capitol Street, NE DC 20002  
202/442-4480

**DC Department of Health  
Vital Records - (Birth and Death Records and Certificates)**  
825 North Capitol Street, NE DC 20002  
202/442-9303 Fax: 202/442-4848

**DC Fire and Emergency Medical Services Department  
Public Information**  
1923 Vermont Avenue, NW DC 20001  
202/673-3331 Fax: 202/673-3188

**DC Office of the Secretary  
Archives Office of Public Records**  
1300 Naylor Court, NW DC 20001  
202/671-1105 Fax: 202/727-6076

**DC Superior Court**

**Marriage Bureau**

500 Indiana Avenue NW, Room 4485, DC 20001

202/879-4840

**DC Department of Motor Vehicles**

**Senior Services**

301 C Street, NW, Room 1033, DC 20001

Main: 202/727-5000

Seniors: 202/727-5525